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University of Toronto
University Extension

Session 1962-63

NOMA

CERTIFICATE COURSE IN OFFICE MANAGEMENT

In co-operation with the Toronto Chapter of the National Office Management Association

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Instructors

Evening Course in Business

M. J. Armstrong, B.A.Sc., M.Sc.

F. N. Beard, B.Com., F.C.A., C.G.A.

T. Gilbert, B. Com., C.A.

M. Hare, B.Com., C.A.

A. M. Heisey, B.A.Sc., M.B.A.

D. W. Hillhouse, B.A., M.Com.

R. L. Knight, B.A.

A. Kruger, B.A., Ph.D.

W. J. Patterson, B.A.

J. E. Sands, B.Com., C.A.

Mrs. V. Sawyer, A.B., M.B.A.

C. J. Slattery, M.C.m.

M. H. Watkins, B.Com.

Office Management

R. N. Beattie, M.A.

J. Wainwright, M.B.A.

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NOMA

Certificate Course in Office Administration

The expansion of Canada's economy has resulted in a greater demand than ever before for qualified office personnel. To meet this demand, properly qualified supervisors will be required in the modern Canadian office. The National Office Management Association has particular interest in this development.

Recognizing the value of qualified personnel to act in a supervisory capacity the National Office Management Association, in cooperation with the Division of University Extension, University of Toronto, has arranged for an evening course in Office Administration.

The Office Administration Course complements the three-year Evening Course in Business leading to a University certificate. Students who complete the four-year Office Administration Course will be entitled to the University of Toronto Evening Course in Business Certificate and the NOMA Administration Certificate.

Office Management may be defined as the act of direct supervision applying to all facets of office administration. Office Management, as a function, is concerned with the efficient performance of office work.

The Office Manager must, therefore, have a wide knowledge of business, covering Methods and Procedures, Personnel Administration, Accounting and Statistics, Production and Marketing, Organization and Economics. He should also have a general familiarity with all clerical work.

The NOMA Certificate Course in Office Administration is a combination of Business Principles and Applications. It provides instruction in the fundamentals of modern business and is designed for mature men and women in Business, Industry, and the Civil Service who wish to prepare themselves for the position of Office Administrator.

Content

The course consists of eight subjects, six of which are required for the Evening Course in Business Certificate offered by the University of Toronto, and two designed to give comprehensive coverage of matters relating to Office Management. The six subjects of the Evening Course in Business are prerequisites for the fourth year Office Management subjects. These subjects include: Office Management Part I which pertains to the management of people, and Office Management Part II which pertains to the management of records.

Instruction will begin September 24, 1962, and will be given in two-hour sessions, two evenings per week (Monday and Thursday) for a total of twenty-five weeks.

Students who have successfully completed the Evening Course in Business may, after successfully completing the two Office Management subjects, qualify for the National Office Management Association Certificate in Office Administration.

Subjects of Instruction

First Year

2 Obligatory subjects —Accounting
—Economics

Second Year

1 Obligatory subject —Human Factors of Administration
One subject chosen from the
list of Optional subjects.

Third Year

1 Obligatory subject —Business Organization
One subject chosen from the
list of Optional subjects.

Optional Subjects

Business Finance
Production
Elementary Statistics
Marketing (Only for students in the graduating year)

Fourth Year

Office Management Part I
Office Management Part II

N.B. NOMA students are advised to select Business Finance and Elementary Statistics as optional subjects.

ECONOMICS: The study of economics as a social science including basic principles of production, consumption, specialization and exchange; price theory and policy; monetary theory; commercial and central banking; principles of public finance; international trade; foreign exchange; and current problems of income, employment and credit.

As the enrolment in this subject may be heavy, classes will be offered on Tuesday and Thursday evenings.

Economics A—Mondays
Economics B—Tuesdays
Economics C—Wednesdays

INSTRUCTORS: M. H. Watkins
M. Hare
A. Kruger

TEXT: Samuelson, *P.A. Economics, 5th Edition.*

BUSINESS FINANCE: A study is made of the financial aspects of business enterprises and the environment in which they operate. The course will include a study of the rôle of the finance function in business enterprises, endeavouring to maximize profits for their owners, the dual tasks of obtaining funds at optimum terms and of employing them in an optimum way. These topics will be discussed primarily from the viewpoint of the administrator of the finance function.

Wednesdays

INSTRUCTOR: J. E. Sands

TEXT: Howard and Upton—*Introduction to Business*, McGraw-Hill

HUMAN FACTORS OF ADMINISTRATION: A course designed to assist the student in gaining appreciation of the human factors involved in the management of business and industrial organizations.

Course content will include various aspects of human behaviour in an industrial society; business and industry as a social system, the significance of feelings, attitudes and values in the work setting; motivation, communications, morals, etc.

Tuesdays and Wednesdays

INSTRUCTORS: R. L. Knight
W. J. Patterson

TEXT: Davis, Keith; *Human Relations in Business* (McGraw-Hill—First Edition, 1957)

ACCOUNTING: The fundamentals of accounting as related to trading or servicing businesses. The theory of double entry bookkeeping including the techniques commonly used for recording business transactions—columnar journals, control accounts and voucher system, and the preparation of financial statements.

As the enrolment in this subject may be heavy, classes will be offered on Monday and Thursday evenings.

Accounting A—Mondays 7 p.m.

Accounting B—Mondays 7.30 p.m.

Accounting C—Thursdays 7 p.m.

INSTRUCTORS: F. N. Beard
T. Gilbert

TEXT: Leonard and Beard: *Canadian Accounting Practice* (McGraw-Hill)

Students who have had extensive accounting experience may sit a qualifying examination in September, and if successful, will be exempt from Accounting but will be obliged to undertake six subjects in order to qualify for the Certificate.

BUSINESS ORGANIZATION: A consideration of the problems and practices of the business manager and government administrator. An examination is made of the various aspects of policy determination, organizing, direction and control. The interrelationship of the specialized functions of production, finance, marketing and personnel management is examined using the case method extensively.

Fridays

INSTRUCTORS: A. M. Heisey
D. W. Hillhouse

TEXT: Newman: *Business Policy and Management* (Southwest)

MARKETING: Marketing ranks with Production as one of the two basic functions of modern industry. This course is designed to develop an appreciation of all those business activities involved in moving goods from the producer to the ultimate consumer and covers marketing research, product planning, advertising, sales and pricing. The course will include discussions of actual marketing cases.

Mondays and Wednesdays

INSTRUCTOR: C. J. Slattery

TEXTS: Terry, G. R. *Marketing: Selected Case Problems* (Prentice-Hall)

Heidingsfield and Blankenship: *Marketing: An Introduction. College Outline Series* (Barnes & Noble)

PRODUCTION: An introduction to a systematic study of the organization and management of the industrial firm, centering on the various techniques used in analysing, measuring and improving the effectiveness of the men, machines and materials involved.

The content of the course will include: organization, product development, plant location and layout, work measurement, work simplification, planning and control, and operations research.

Mondays

INSTRUCTOR: M. J. Armstrong

TEXT: Owens: *Management of Industrial Enterprise, Fourth Edition* (Richard D. Irwin, 1957)

ELEMENTARY STATISTICS: This course is concerned with elementary statistical techniques and principles of statistical inference applied to business problems. The course will emphasize the use of various statistical methods in quantitative decision-making. The problems discussed will be taken mainly from the production and marketing areas of business. Lectures will cover description, probability, sampling, testing, quality control, correlation and forecasting techniques. Considerable use will be made of algebra, mathematics and mathematical and statistical tables.

Mondays

INSTRUCTOR: Mrs. V. Sawyer

TEXT: Spurr, Kellogg & Smith: *Economic Statistics* (Richard D. Irwin)

OFFICE MANAGEMENT: A course of study designed to make students knowledgeable, but not specialists in the various areas of office management.

PART I deals with administration as it affects people—it includes the Function of Management, the Process of Supervision, Employee Selection, Training and Development, Salary Administration and Employee Service and Benefit programmes.

PART II deals with the paper aspect of administration, and covers Physical Resources, Control of Office Costs, Work Simplification, Office Mechanization and Records Management.

Admission Requirements

Evening Course in Business

The minimum requirements for admission are Ontario Grade XIII (or equivalent) showing standing in at least NINE papers which must include *English*. Students over twenty-five years of age who lack standing in Grade XIII, and who have had suitable business experience, may be admitted to the First Year *conditionally*, and will be allowed to continue on successful completion of the First Year. These students must submit a birth certificate at the time of application.

All applicants are required to submit evidence acceptable to the University of Toronto of facility in English. The following evidence is acceptable.

(a) Standing, in accordance with the General Admission Requirements, in English in the Ontario Grade XIII Certificate, or other certificates recognized by the University of Toronto as equivalent.

(b) The Certificate of Proficiency in English issued by the Universities of Cambridge or Michigan, or satisfactory achievement in the University of Michigan English Language Test. (Details regarding the foregoing may be secured from the Registrar, University of Toronto)

The University is prepared to consider other evidence that may be submitted.

National Office Management

Students applying for admission to the Office Management subjects must have obtained a B.Com. or M.B.A., or should be a graduate of the Evening Course in Business, of the University of Toronto.

Students applying to the First Year of the course should request the suitable application form by telephoning WAlnut 3-6611, locals 304, 308, 526, 527.

Conditions for Academic Standing

To receive credit in a subject of the Certificate Course in Office Management, a candidate must obtain at an annual examination an aggregate of 50% of the term and examination marks. To receive honour standing in the Course, a candidate must obtain an average of 75% of the examination and term marks in all eight subjects.

A student applying for credit in the First Year shall submit a transcript of his record for evaluation. A student who holds a University degree and is granted credit in one subject, is required to undertake only five subjects to earn the Evening Course in Business Certificate. Under no circumstances will credit be given for a passed subject in a failed year, in a previous University course.

Registration

Registration in person may be made at 84 Queen's Park, between 9:00 a.m. and 5:00 p.m. except Saturdays. Applications made by mail should be addressed to:

The Secretary,
University Extension,
84 Queen's Park,
Toronto 5.

Examinations

Final Examinations in both the Evening Course in Business and the NOMA subjects will be written during the month of April.

Candidates who do not present themselves for these examinations must make application in the Fall for the following Spring examinations.

All Examinations will be under the direct supervision of the Division of University Extension, University of Toronto.

A candidate who fails to obtain standing in an examination may, at the opening of the session, either make application to re-write the examination on payment of the $5.00 examination fee, or pay the full tuition fee and re-enrol in the subject. Failure to obtain standing *twice in any subject*, necessitates withdrawal from the Course.

A NOMA candidate who fails to obtain standing in *five* examinations throughout the Course, *i.e.*, four subjects of the Evening Course in Business, and one subject in Office Management, will be obliged to withdraw.

Special examinations will be provided for a maximum of two years following the withdrawal of any subject from the Course.

Early Registration and Counselling

PLACE: Wallberg Building, North-east corner St. George and College Streets

TIME: Monday, September 17, 7:30–9:00 p.m.
Wednesday, September 19, 7:30–9:00 p.m.

Fees:

Tuition (each subject) $60.00

Equivalent Certificate Fee $5.00
(for Certificates other than those of the Department of Education, Ontario)

Advanced Standing Fee $5.00
(credit for academic work undertaken outside of the University of Toronto)

Refunds and Withdrawals

The Secretary must be notified in writing or in person of a student's withdrawal and of the reason for his withdrawal. A student is held responsible for all courses in which he registers unless he officially withdraws. Merely ceasing to attend class does not constitute official withdrawal. Refunds will be made only if they are requested *before* the second lecture, accompanied by the Admit-to-Lectures Card. A charge of $10.00 is made for a refund of fees.

Division of Classes

When the same subject is offered on two different evenings, the student may *indicate* his preference on his application form. Should it be necessary, the Division of University Extension will make an arbitrary division of classes.

History of NOMA

On June 11 and 12, 1919, a small group of office managers met in Chicopee Falls, Mass., and formed a non-profit organization called the National Association of Office Managers. In 1929, the name was changed to National Office Management Association.

In 1937, there were five Chapters, with 326 members. Now there are over 177 Chapters with membership of over 18,000. The Canadian Chapters are located in Halifax-Dartmouth, St. John's (Nfld.), Montreal, Ottawa, Toronto, Hamilton, Oshawa, Brantford, Niagara Falls, Grand Valley, London, Windsor, Thunder Bay, Winnipeg, Regina, Calgary, Edmonton, Vancouver, and Victoria.

NOMA Chapters in the United States and Canada are divided into fourteen areas. The Toronto Chapter is in Area 5, along with Brantford, Buffalo, Grand Valley, Finger Lakes, Halifax-Dartmouth, Hamilton, London, Montreal, Niagara Falls, Oshawa, Ottawa, Rochester, Syracuse, Triple Cities, and St. John's (Nfld.).

The Toronto Chapter of NOMA was formed September 23, 1943. Prior to that time, it was functioning under the name of The Toronto Association of Office Executives, which had been organized in May of 1938. The Toronto Chapter has grown in membership to where it is now the third largest Chapter on the North American Continent.

Students graduating from the Certificate Course in Office Administration will be eligible for membership in the Office Administrators' Association of Toronto and will be entitled to use the designation C.O.A. (Certified Office Administrator).

SERVICES OF THE
DIVISION OF UNIVERSITY EXTENSION

In addition to the Evening Course in Business and the NOMA Certificate Course, the Division of University Extension offers many other courses and services.

(1) GENERAL COURSE (Extension), leading to the Bachelor of Arts degree.

(2) BUSINESS AND INDUSTRY COURSES are designed to meet the educational needs of executive or supervisory personnel. In general, these courses are non-credit and there are no academic requirements for enrolment.
In many cases the enrolment is limited.
Optional examinations are offered in some subjects. No certificates are awarded.

(3) EVENING TUTORIAL CLASSES are available for adults in the Metropolitan area of Toronto and the surrounding districts. The programme includes a wide range of subjects in the liberal arts for those who are not seeking credit. Special courses are also offered to meet the needs of professional and semi-professional groups.

(4) CORRESPONDENCE COURSES are conducted for the Association of Administrative Assistants, Association of Professional Engineers, The Canadian Association of Purchasing Agents, The Canadian Credit Institute, the Canadian Institute of Realtors, Canadian Institute of Traffic and Transportation, The Certified Public Accountants' Association of Ontario, The Chartered Institute of Secretaries, The Institute of Export.

For information on all courses, telephone WAlnut 3-6611, locals 304, 308, 526, 527.

PARKING—Because of fire regulations, parking on the campus has been restricted. Students will find several parking areas and side streets in the vicinity.